

AUG 20 2019

STATE OF ARIZONA  
DEPT OF INSURANCE  
DEPARTMENT OF INSURANCE BY MEK 8/20/19

In the Matter of:

**GUZMAN, ROMEO URBANO**  
(National Producer Number 1485991)

and

**ROMEO U. GUZMAN AGENCY, L.L.C.**  
(Arizona License Number 1800005582)

**Respondents.**

**No. 19A-117-INS**

**ORDER SUMMARILY SUSPENDING  
INSURANCE PRODUCER LICENSES  
AND NOTIFICATION OF RIGHTS**

The State of Arizona Department of Insurance ("Department") has received evidence that **Romeo Urbano Guzman** and **Romeo U. Guzman Agency, L.L.C. (collectively the Respondents)**, violated provisions of Title 20, Arizona Revised Statutes ("A.R.S."). In light of the serious nature of these allegations, the Director of Insurance for the State of Arizona ("Director") finds that the public health, safety and welfare imperatively require emergency action, within the meaning of A.R.S. § 41-1092.11(B).

**FINDINGS OF FACT**

1. **Romeo Urbano Guzman** ("Guzman") is, and was at all material times, licensed as an Arizona resident insurance producer, National Producer and Arizona license number 1485991.

2. On or about June 24, 1987, the Department issued a license to Guzman with two (2) lines of authority: property and casualty insurance. On or about March 23, 1989, the Department issued a license to Guzman for two (2) additional lines of authority: accident and health or sickness and life insurance. Guzman's license last renewed December 1, 2018 and is scheduled to expire on November 30, 2022.

1           3.       Guzman's address of record with the Department is 6539 West Corrine Drive,  
2       Glendale, Arizona 85304 (business and mailing). Guzman's business email address of  
3       record is [medmal85304@yahoo.com](mailto:medmal85304@yahoo.com).

4           4.       The Romeo U. Guzman Agency, L.L.C. ("the Agency") was, at all material times,  
5       licensed as an Arizona resident insurance producer, Arizona license number 1800005582.

6           5.       On or about July 6, 2007, the Department issued a license to the Agency with  
7       four (4) lines of authority: property, casualty, accident and health or sickness, and life  
8       insurance. The license last renewed August 1, 2015 and expired July 31, 2019.

9           6.       The Agency's address of record with the Department is: 6539 West Corrine  
10       Drive, Glendale, Arizona 85304 (business and mailing).

11          7.       Per the Arizona Corporation Commission ("ACC") website, the Agency is active  
12       and in good standing. On or about July 6, 2007, Guzman filed "Articles of Amendment" with  
13       the ACC. According to the Articles of Amendment, Guzman is the sole manager of the  
14       limited liability company as well as its statutory agent.

15                   **Centurion Medical Liability Protective RRG, Inc. Complaint**

16          8.       On or about July 25, 2019, Sarah L. Barnes ("Barnes") of the firm Broening  
17       Barnes Woods & Wilson, submitted a complaint to the Department on behalf of her client,  
18       Centurion Medical Liability Protective RRG, Inc. ("Centurion").

19          9.       According to the complaint and information received subsequent thereto,  
20       Centurion contracted with Guzman from August 29, 2007 to April 8, 2019. In January 2014,  
21       Guzman entered into an "Exclusive Insurance Agency Agreement" with Centurion; per the  
22       Agreement, Centurion required Guzman to solicit medical professional liability insurance  
23



1 business exclusively for Centurion. Due to a breach of the Agreement, Centurion gave  
2 Guzman a 60-day notice of termination on February 7, 2019.

3 10. On or about May 6, 2019, Guzman contacted Dr. Louis H. Glass, a general  
4 surgeon, and asked him to wire Thirty Thousand Nine Hundred Fifty Nine Dollars (\$30,959)  
5 for his medical malpractice renewal premium. Dr. Glass had no knowledge that Centurion  
6 terminated their contract with Guzman.

7 11. Dr. Glass wired the funds; the online bank receipt confirmed a completed wire  
8 transfer (transaction number 5218145920) in the amount of \$30,950.00 on May 6, 2019 from  
9 Dr. Glass's Chase account to the account of Romeo Guzman Agency at the "recipient bank"  
10 (not identified by name). The message to recipient stated the funds were for the "malpractice  
11 policy of Louis Glass." The bank assessed Dr. Glass a Twenty Five Dollar (\$25) wire fee.

12 12. On or about May 6, 2019, Guzman contacted Dr. Jose Z. De Ocampo, a  
13 neurologist, and asked him to wire Twenty One Thousand Dollars (\$21,000) for his medical  
14 malpractice renewal premium. Dr. De Ocampo had no knowledge that Centurion terminated  
15 their contract with Guzman.

16 13. In lieu of wiring the funds, Dr. De Ocampo paid Guzman \$21,000.00 by paper  
17 check drawn on Wells Fargo account number xxxxxxxxxx3637. The Wells Fargo "Proof of  
18 Payment" receipt reflects Romeo Guzman Agency as the payee, and further reflects  
19 Guzman's signature endorsing the check which cleared on May 14, 2019. The memo line on  
20 the check reads "Med Mal 2019-2020."

21 ...

22 ...

23 ...

1           14. On or about July 13, 2019, Centurion learned of the theft of funds. Each  
2 physician independently reported Guzman's conduct to Centurion who concluded Guzman  
3 collected funds from Drs. Glass and De Ocampo "under false pretenses."

4                                   **CONCLUSIONS OF LAW**

5           1. The Director has jurisdiction over this matter.

6           2. Respondents' conduct, as described above, constitutes a violation of improperly  
7 withholding, misappropriating or converting any monies or properties received in the course of  
8 doing insurance business, within the meaning of A.R.S. § 20-295(A)(4).

9           3. Respondents' conduct, as described above, constitutes a violation using  
10 fraudulent, coercive or dishonest practices, or demonstrating incompetence,  
11 untrustworthiness or financial irresponsibility in the conduct of business in this state or  
12 elsewhere, within the meaning of A.R.S. § 20-295(A)(8).

13           4. Grounds exist for the Director to suspend, revoke, or refuse to renew  
14 Respondents' insurance licenses and/or order restitution pursuant to A.R.S. §§ 20-295(A)(B)  
15 and (F).

16           5. The Director retains authority to enforce Title 20 and impose a penalty or  
17 remedy authorized by this title against any person who is under investigation even if the  
18 person's license has lapsed pursuant to A.R.S. § 20-295(H).

19                                   **ORDER**

20           IT IS HEREBY ORDERED THAT:

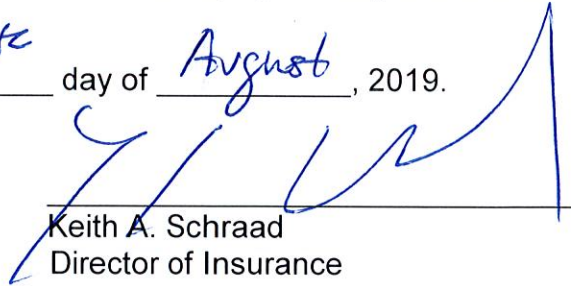
21           1. Romeo U. Guzman's Arizona resident license, number 1485991, is summarily  
22 suspended, effective immediately upon entry of this Order.

23           ...

          ...

2. The Romeo U. Guzman Agency, L.L.C.'s Arizona resident license, number 1800005582, is summarily suspended, effective immediately upon entry of this Order.

DATED AND EFFECTIVE this 20<sup>th</sup> day of August, 2019.

  
Keith A. Schraad  
Director of Insurance

**NOTICE OF OPPORTUNITY FOR HEARING**

Pursuant to Title 20 of the Arizona Revised Statutes, Respondents are hereby notified that Respondents may request a hearing pursuant to A.R.S. § 20-161 to contest the summary suspension. Such request must be in writing and received at the following address within thirty (30) days from the date hereof:

**Arizona Department of Insurance  
100 N. 15<sup>th</sup> Ave., Ste 102  
Phoenix, Arizona 85007-2624**

Upon receipt of a timely written request for hearing, the Director will issue an order setting the time and place of the hearing.

**COPY** of the foregoing mailed/delivered  
this 21<sup>st</sup> day of August, 2019, to:

Romeo Urbano Guzman  
6539 W. Corrine Dr.  
Glendale, AZ 85304  
Respondent

Romeo U. Guzman Agency, LLC  
6539 W. Corrine Dr.  
Glendale, AZ 85304  
Respondent

Romeo U. Guzman  
Romeo U. Guzman Agency, LLC  
6539 W. Corrine Dr.  
Glendale, AZ 85304  
Statutory Agency for Respondent Romeo U. Guzman Agency, LLC



1 **COPY** sent same date via electronic mail to:

2 Romeo Urbano Guzman  
3 [medmal85304@yahoo.com](mailto:medmal85304@yahoo.com)  
Respondent

4 **COPY** of the foregoing delivered, same date, to:

5 Mary Kosinski, Regulatory Legal Affairs Officer  
6 Catherine M. O'Neil, Consumer Legal Affairs Officer  
7 Steven Fromholtz, Assistant Director Consumer Protection Division  
8 Sharyn Kerr, Consumer Protection Division  
9 Aqueelah Currie, Licensing Supervisor  
10 Wendy Greenwood, Investigator  
11 Arizona Department of Insurance  
12 100 N. 15<sup>th</sup> Ave., Ste 102  
13 Phoenix, Arizona 85007-2624

14   
15 Francine Martinez